

January 31, 2007

RE: Deborah Payne v. Department of Corrections (DOC)
Allocation Review No. 06AL0070

Dear Ms. Payne:

The Director's review of DOC's allocation determination of your position was conducted based on the written documentation submitted by you and by DOC. DOC determined that your position was properly allocated to the Office Assistant 2 classification. You requested that your position be reallocated to the Office Assistant 3 classification.

Background

On August 2, 2005, you submitted a Classification Questionnaire (CQ) to the Airway Heights Corrections Center Human Resources office. You signed the CQ on July 15, 2005. Your supervisor and department head agreed with statements included in your CQ. (Exhibit A). Humans Resource Consultant Mary Ann Gillespie reviewed your request and by letter dated February 9, 2006, determined that your position was properly allocated. (Exhibit F).

On March 6, 2006, you filed a request for a Director's review of Ms. Gillespie's determination.

Summary of Ms. Payne's Perspective

In your letter of appeal, you stated that you believed there was a difference in the terminology used between your CQ and the Office Assistant 3 (OA3) class specification. You listed the duties from your CQ that you believed met the OA 3 classification and compared them to statements from the Distinguishing Characteristics in the class specification (Exhibit G). You stated that the following statements from your CQ represent duties that are described by the OA3 classification:

- Responsible for problem solving, conducting file reviews, generating property related correspondence, and maintaining a complex electronic filing system.
- Responsible for knowing and employing knowledge of Property, Clothing and Mailroom Policy and procedures.

- Responsible for devising own work method for archiving offender file material for investigative and reproductive purposes.
- Responsible for using independent judgment in devising complex work methods utilizing computer technology to compile and produce Monthly Report statistics for submission to Administration.

As you described in your CQ, the duties listed above comprise 20 percent of your duties.

- Responsible for generating a daily internal Property schedule for Correctional and Warehouse staff that interfaces with the Main and MSU institutional callouts.
- Responsible for supervising an offender clerk and any DOC staff on light duty status to accurately file DOC Property related documents into individual offender files prior to electronic Matrix file updating, and other duties as needed.
- Responsible for completing ACCESS program updates, maintenance and employee training governing the use of the software program.

As you described in your CQ, the duties listed above are 4 out of the 14 duties that you describe as comprising 40 percent of your duties.

- Responsible for maintaining an accurate database inventory of offender personal property that flows into and out of AHCC's Property room. This ACCESS tracking database is initialized, maintained and updated through vigilant file review and data entry. This database is a consortium of data that includes the physical transcription of incoming and outgoing logbook entries generated by Property staff, interfacing Mailroom data, interfacing Offender Store data and Package Receipt interface.

As you described in your CQ, the duty listed above comprises 5 percent of your duties.

You also state that a current project of creating a flow chart of established steps of the flow of one package from the Mail Room to the Property Room to assist in the process of eliminating duplicate steps and to aid in the creation of the combined database for the Mail Room/Property Room fits the OA3 classification. This project is not included in your CQ and does not appear to be a duty you were performing during the six months prior to your August 5, 2005 request for reallocation. Because you were not performing this duty when you submitted your request for review, I did not consider it in my review of your position.

Summary of DOC's reasoning

DOC acknowledged that some of your duties are described at the OA3 level. However, they believed that the majority of your time was spent performing duties that were routine and recurring in nature, which are best described at the Office Assistant 2 (OA2) level.

Director's Determination

Your supervisor agrees that the duties you describe in your CQ are accurate and complete. Based on the information in your CQ and your letter requesting a Director's review, you believe that 25 percent of your duties and that a portion of 40 percent of your duties are best described by the OA3 classification. You identify only four of the fourteen duties that comprise 40 percent of your time as being OA3 level work. It is difficult to discern how much time you spend actually performing these four duties, but they are only a small portion of the overall duties that comprise 40 percent of your time. In order to be reallocated to a higher level classification, you must perform a majority of work at the higher level. Based on the information you provided, it does not appear that a majority of your work is at the higher level. Furthermore, many of the duties you describe as higher level are best described as routine duties. These routine duties are encompassed by the OA2 classification.

As the Director's designee, I carefully reviewed all of the documentation in the file including your letter requesting a review of DOC's determination and the duties and responsibilities you described in your CQ. Based on my review of the documents and analysis of your assigned duties and responsibilities, I conclude that your position is properly allocated to the OA2 classification.

Rationale for Determination

The Distinguishing Characteristics for the OA 3 classification state:

Under general supervision, independently perform a variety of complex clerical projects and assignments such as preparing reports, preparing, reviewing, verifying and processing fiscal documents and/or financial records, composing correspondence such as transmittals and responses to frequent requests for information, establishing manual or electronic recordkeeping/filing systems and/or data base files, and responding to inquiries requiring substantive knowledge of office/departmental policies and procedures. Positions may perform specialized complex word processing tasks in a word processing unit or complex rapid data inquiry and/or entry functions.

Assignments and projects are of a complex nature. Independent performance of complex clerical assignments requires substantive knowledge of a variety of regulations, rules, policies, procedures, processes, materials, or equipment. Problems are resolved by choosing from established procedures and/or devising work methods. Guidance is available for new or unusual situations. Deviation

from established parameters requires approval. Work is periodically reviewed to verify compliance with established policies and procedures.

Positions typically provide work direction to lower level staff and may assist in training new staff.

The Distinguishing Characteristics for the OA 2 state:

Perform a variety of routine clerical duties such as processing documents and records, extracting and compiling records or data, responding to routine inquiries concerning office/departmental services and procedures, maintaining and monitoring established record keeping, filing and data base systems, and producing forms, letters, record entries and other material. Positions may perform data retrieval and modification and enter data on numerical or alphabetical data entry equipment.

Duties and assignments are of a routine nature. Routine duties are recurring and accomplished by following established work methods or procedures. Within established guidelines, independently organizes, prioritizes, and initiates work activities. Decision making authority is limited to choice of appropriate methods or procedures. Guidance is provided in new or unusual situations. Deviation from established methods, procedures, or guidelines requires approval. Work is periodically reviewed to verify compliance with policies, procedures, or standards.

Positions may occasionally help and/or provide work direction to lower level staff.

For purposes of allocation, the terms "routine" and "complex" are defined in the *Glossary of classification terms* found in the Department of Personnel's January 2005 *Classification and Pay Guide*. Duties that are routine involve "the performance of several related and repetitive tasks, which require some judgment in respect to the rules, procedures, materials or equipment that will be used." Duties that are complex require "the use of a wide variety of rules, processes, materials, or equipment that require an application of specialized knowledge or skills. Decisions must be made independently regarding which rules, processes, materials or equipment to use in order to effectively accomplish work assignments." (Emphasis added).

I agree that a portion of your duties appears complex in nature. However, a majority of your duties and responsibilities are routine and recurring. Because you schedule and process information related to inmates, you inherently follow established policies, procedures, rules and protocols. The majority of your work involves updating and maintaining established databases, records and files, generating and maintaining forms and schedules, and maintaining inventories. These tasks are not complex but rather are recurring and routine tasks that are performed using OBTS (the DOC system-wide application for tracking offenders), ACCESS software, word processing software and email. You also provide support for standard Windows software and

other office equipment as the site coordinator. You work independently and you occasionally direct the work of others which is also found at the OA2 level. While your duties and responsibilities require vigilance and a high level of accuracy, they do not rise to a level of complexity that requires specialized knowledge and skills as envisioned by the OA3 classification.

Appeal Rights

WAC 357-49-018 provides that either party may appeal the results of the Director's review to the Personnel Resources Board by filing written exceptions to the Directors' determination in accordance with Chapter 357-52 WAC.

WAC 357-52-015 states that an appeal must be received in writing at the office of the Board within thirty (30) calendar days after service of the Directors' determination. The address for the Personnel Resources Board is 2828 Capitol Blvd., P.O. Box 40911, Olympia, Washington, 98504-0911.

If no further action is taken, the Director's determination becomes final.

Sincerely,

Teresa Parsons
Director's Review Supervisor

cc: Joanne Harmon, DOC

List of Exhibits for Payne 06AL0070

- A. CQ for Ms. Payne's position received by Airway Heights Corrections Center HR Office on August 2, 2005
- B. Copy of August 2, 2005 CQ for Ms. Payne's position with handwritten notes and received by Airway Heights Corrections Center HR Office on August 2, 2005
- C. CQ for Ms. Payne's position received by Airway Heights Corrections Center HR Office on November 16, 2001 with handwritten notes
- D. Handwritten "old CQ and new CQ" notes for Property Rm. OA2
- E. Handwritten "desk audit" notes for Property Rm. position #3021 dated 12/8/05
- F. February 9, 2006 Department of Correction's allocation determination letter signed by Mary Ann Gillespie
- G. February 22, 2006 letter from Ms. Payne requesting a Director's review with attached CQs
- H. Classification Specification for Office Assistant 2 (100I) and Office Assistant 3 (100J)
- I. Glossary of classification terms from Department of Personnel Classification and Pay Guide, January 2005